

Transcript: Pamela

Blanc-4906044452683776-6315473303683072

Full Transcript

Thank you for calling Benefits in a Jar. This is Pamela speaking. How can I help you? Hey, um, how you doing today? My name is Fred. And, um, a couple of weeks ago, um, I signed up back on the MAU insurance that I kicked out because I was in a bad car accident, so I signed back up for it, but whoever the lady that I talked to, I believe she only put me on the vision plan and my main plan I wanted to get was the dental plan. And I just talked to the MetLife peoples from the insurer, they told me to reach out to you guys and tell you can y'all update my plan to the vision and dental. May I have the last four digits of your Social? Yes, ma'am. Um, four, six, nine, zero. And you said your name is? First n- I'm sorry. Your first name? Fred Logan. Fred Logan. Thank you, Mr. Logan. For security reasons, and just to make sure we are in the correct file- Uh, yep. ... I need to verify your complete address and date of birth. Okay, my, um, address is 200 Eunice Drive, Greenville, South Carolina. Apartment K8. My date of my birth, my birthday is 3/6/80. Thank you for the information. We have a phone number on file A645610250- 5000? No, it's 0240. Okay. And your email is fredlogan52@gmail.com. Yes, ma'am. Okay. So MetLife is only for dent- for vision for- Mm-hmm. ... um, through MAU and American Public Life is the one for your dental, APL. Oh. Yes. Okay. You have, you should have- you have- you should have two different ID cards for APL. One is your medical and one is your dental. Oh, see I don't have a APL card. I don't know, is, is, I'm on that? Is, so is, so I'm on dental though, right? Yes, sir. My, okay, so I just ain't received the APL card then. Okay, um, so how do I, so what do I tell the lady on, 'cause I got a dentist appointment coming up- I- ... and, um- ... I will... Go ahead, sir. Oh, you go ahead, ma'am. You, 'cause you've already answered the question. I was just gonna say anyway, you know. Mm-hmm. Now, I could email you an ID card, a digital ID card- Yes. ... if you would like to. Yes, ma'am, that would be great. All right. Let me put you on hold for a while to, um, generate the information. Mm-hmm. Thank you. Logan? Yes, ma'am. Thank you for holding. I went ahead and emailed you the ID card. I sent you your medical and dental. Check your spam and junk mail, it might go there. And it will be coming in from info@benefitsinagard. Okay, thank you, ma'am. All right. Thank you for giving us a call. Have a great rest of the day, sir. You too, ma'am.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Jar. This is Pamela speaking. How can I help you?

Speaker speaker_1: Hey, um, how you doing today? My name is Fred. And, um, a couple of weeks ago, um, I signed up back on the MAU insurance that I kicked out because I was in a

bad car accident, so I signed back up for it, but whoever the lady that I talked to, I believe she only put me on the vision plan and my main plan I wanted to get was the dental plan. And I just talked to the MetLife peoples from the insurer, they told me to reach out to you guys and tell you can y'all update my plan to the vision and dental.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: Yes, ma'am. Um, four, six, nine, zero.

Speaker speaker_0: And you said your name is? First n- I'm sorry. Your first name?

Speaker speaker_1: Fred Logan. Fred Logan.

Speaker speaker_0: Thank you, Mr. Logan. For security reasons, and just to make sure we are in the correct file-

Speaker speaker_1: Uh, yep.

Speaker speaker_0: ... I need to verify your complete address and date of birth.

Speaker speaker_1: Okay, my, um, address is 200 Eunice Drive, Greenville, South Carolina. Apartment K8. My date of my birth, my birthday is 3/6/80.

Speaker speaker_0: Thank you for the information. We have a phone number on file A645610250-

Speaker speaker_1: 5000? No, it's 0240.

Speaker speaker_0: Okay. And your email is fredlogan52@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So MetLife is only for dent- for vision for-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, through MAU and American Public Life is the one for your dental, APL.

Speaker speaker_1: Oh.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: You have, you should have- you have- you should have two different ID cards for APL. One is your medical and one is your dental.

Speaker speaker_1: Oh, see I don't have a APL card. I don't know, is, is, I'm on that? Is, so is, so I'm on dental though, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: My, okay, so I just ain't received the APL card then. Okay, um, so how do I, so what do I tell the lady on, 'cause I got a dentist appointment coming up-

Speaker speaker_0: I-

Speaker speaker_1: ... and, um-

Speaker speaker_0: ... I will... Go ahead, sir.

Speaker speaker_1: Oh, you go ahead, ma'am. You, 'cause you've already answered the question. I was just gonna say anyway, you know.

Speaker speaker_0: Mm-hmm. Now, I could email you an ID card, a digital ID card-

Speaker speaker_1: Yes.

Speaker speaker_0: ... if you would like to.

Speaker speaker_1: Yes, ma'am, that would be great.

Speaker speaker_0: All right. Let me put you on hold for a while to, um, generate the information.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Thank you. Logan?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you for holding. I went ahead and emailed you the ID card. I sent you your medical and dental. Check your spam and junk mail, it might go there. And it will be coming in from info@benefitsinagard.

Speaker speaker_1: Okay, thank you, ma'am.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: You too, ma'am.